Department of Public Health and Human Services	Section: CASE MANAGEMENT
TANF CASH ASSISTANCE	Subject: Case Transfer

Supersedes: TANF, FMA, and MA 1512-1 (01/01/04) and Bulletins (FMA-37, SSI-MA-B64; and TB-10)

References: 42 CFR 435.403; ARM 37.82.101; ARM 37.82.402; ARM 37.78.102 and .221

GENERAL RULE--Public Assistance cases may be transferred from one Montana Office of Public Assistance (OPA) to another. Cases are not transferred from one state to another or between MT TANF and Tribal TANF. When the household moves to another state, the case is closed.

≥TRIBAL TANF When a MT TANF case is transferred to an OPA that might have Tribal TANF in their county and the household has not requested TANF closure, the case is transferred with TANF open. The receiving OPA will determine if MT TANF will need to be closed.

See TANF 103-7 "Tribal TANF Plans" for details of case transfers when Tribal TANF is a possibility.

≥TIME FRAMES Time frames for sending the hard copy case file and using the CARC screen to transfer the case on TEAMS must be driven by **quality customer service**.

Benefit **issuance must not be delayed** due to lack of prompt administrative action. To assure efficient and effective transfers occur, cooperation between counties is necessary.

MULTIPLE PROGRAMS A case open for multiple programs must be managed by the same OPA. The programs' most restrictive policy applies regarding which OPA will maintain the case. TANF has the most restrictive policy (TANF 302.1).

≥MOVE TO EXCLUDED RESERVATION If the participant moves to an excluded reservation after benefits have been authorized, the case must be de-authorized either before or after changing the address and entering a 'Y' in the 'Reside on Reservation' field on the ADDR screen and then authorized again to assure the exclusion is recorded correctly. Check the EXPD screen for the 'Y' indicator. If the 'Y' indicator on ADDR is manually changed to an "N" and the case is authorized, the indicator cannot be changed back to a 'Y' until the case is de-authorized.

≥SPECIAL TANF PROCESSING WoRC

When a case is being transferred, the FIA/Employability Plan activities must be amended. The Eligibility Case Manager must notify the WoRC Case Manager to change the activities and allocated hours on **EMPL** to reflect 'WEX' (move to new county) for the remainder of the transfer month. These changes must be made on EMPL before the case is CARCed. In addition, the Eligibility Case Manager must request the WoRC case management folder so it can be included in the OPA case file that is mailed to the new county.

A copy of the FIA/EP must be mailed to the participant with instructions to sign and return it to the OPA in his or her current county of residence (usually the new county).

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The receiving OPA must schedule a FIA/EP appointment as soon as possible to ensure continuous mandatory participation requirements are met. Send **notice A035 " Transfer IN FIA/EP appt. scheduled**". When the participant attends the FIA/EP renewal appointment, OPA updates any detailing under the WRC referral to reflect a referral to the current WoRC program and follows local county procedure for setting up an initial engagement appointment with the new WoRC program. The current WoRC office may need to contact the prior WoRC program to assure the "J side" of the case is CARC'd to the new WoRC contractor."

WoRC EXAMPLE: Single parent household is a Missoula OPA WoRC referral for June and moves to Roosevelt County on June 15. The Eligibility Case Manager in Missoula needs to:

1. **OPA** notifies the WoRC Case Manager and requests the case management file for transfer;

2. Before the case is transferred on TEAMS via the CARC screen, the **WoRC** Case Manager reduces the hours on existing components in the current month on the EMPL screen to 60 and enters 'WEX' 60 hours 'move to Roosevelt County.' and

3. **WoRC** Case Manager updates the future two months' of EMPL (070105-073105 & 080105-083105) with WEX Prep activities of "move to Roosevelt County" for 120 hrs in each month.

The new FIA/EP is mailed to the participant requesting that it be signed and turned in to the Eligibility Case Manager in the Roosevelt County OPA (the participant has already moved to Wolf Point). The Roosevelt County Eligibility Case Manager schedules a FIA/EP appointment as soon as possible to renegotiate the July FIA/EP and make the referral to either Tribal NEW or WoRC.

≥SPECIAL TANF PROCESSING TRIBAL NEW

When a case is being transferred from Tribal NEW to WoRC, the FIA/EP activities must be amended.

The **sending Eligibility Case Manager** should end the 'NEW' component on EMPL effective the date the participant moved. The hours on the 'NEW' component must be reduced to reflect the number of hours already completed in the month in the Tribal NEW program and they enter a WRC component for the remainder of the hours.

The **sending WoRC Case Manager** will add the 'WEX' component 'move to new county' must be entered on **EMPL** for the remainder of the transfer month hours and for the full hours for the next month.

NOTE: A retroactive end date for the NEW component can be entered on EMPL. If the date the participant moved was June 5, this date should be entered on EMPL even if the action is taking place on June 12.

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A copy of the FIA/EP must be mailed to the participant with instructions to sign and return it to the OPA in his or her current county of residence (usually the new county).

The <u>receiving</u> **Eligibility Case Manager** must schedule a FIA/EP appointment as soon as possible to ensure continuous mandatory participation requirements are met. Send **notice A035 " Transfer IN FIA/EP appt. scheduled**". When the participant attends the FIA/EP renewal appointment, OPA updates any detailing under the WRC referral to reflect a referral to the current WoRC program and follows local county procedure for setting up an initial engagement appointment with the new WoRC program. The current WoRC office may need to contact the prior WoRC program to assure the "J side" of the case is CARC'd to the new WoRC contractor."

Tribal NEW EXAMPLE: Single parent household is a Roosevelt OPA Tribal NEW referral for June and moves to Yellowstone County on June 15. The Eligibility Case Manager in Roosevelt County needs to:

1.   End date the 'NEW' component on EMPL: with an end date of June 15 and reduce the hours to 60;

2.   Enter the 'WRC' component with a start date of June 16 with an end date of June 30 for 60 hours; and

3.   Enter the 'WRC' component with a start date of July 1 and an end date of July 31 for 120 hours.

The new FIA /EP is mailed to the participant with a request to sign it and turn it in to Eligibility Case Manager in Yellowstone County OPA.

The Yellowstone County Eligibility Case Manager schedules a FIA/EP appointment as soon as possible to renegotiate the July FIA/EP and make the referral to WoRC (the participant has already moved to Billings).

SENDING COUNTY

1. Upon request for transfer or notification of the move, the Eligibility Case Manager determines what additional information/verification, if any, is needed to determine eligibility for the next month's benefit(s).

   The **case is authorized** in one of the following ways depending on which provides the **best customer service**.

   a. If all information is provided or can easily and promptly be obtained (through either collateral contact or obtaining verification readily available from the household), eligibility must be redetermined prior to transferring the case. The **sending OPA authorizes** the benefits or closes the case as appropriate based on the **new information** and sends the appropriate required eligibility and case transfer notices to the household.

   b. If additional information is needed and is easier for the receiving OPA to gather information, the **sending OPA authorizes** benefits for the following month at the **current level** and transfers the case. In addition to sending a case transfer notice, the sending OPA must also send a notice requesting the necessary information/verification, if any, be returned to the receiving OPA for eligibility determination.

   ≥ If time frames allow for timely/adequate notice, the receiving county may deauthorize benefits and rework the case for the month of transfer. This is especially important when the ADDR screen needs to be updated to accurately reflect **residence on or off the reservation.** The time clock will increment on the date of authorization based on what is displayed on ADDR.

2. Review the case for accuracy and pursue all necessary actions to correct the case, including investigation of possible overpayments and IPVs.

   The case may need to be transferred to the new OPA while the investigation continues in the original OPA.

3.   Set appropriate alerts for the new OPA, (e.g., verification due, pending IPV, etc.).

4.   Notify other entities involved in the case, (e.g., WoRC/FSET case managers)

5.   Document actions taken in TEAMS case notes.

6.   Follow policy in **Case File Retention, Archive, and Destruction** (see 1510-1). The intent of this step is to minimize paper flow and mailing costs. Small files may be sent without creating a local archived file.

7.   **Organize and file** all documents in the standardized case file format. (see 1511-1).

8.   Send appropriate notices.

9.   On the TEAMS CARC screen transfer the case to the 999 caseload in the receiving county.

10.   Mail the hard copy case file **the same** day as sending the transfer notices and completing the CARC screen.

RECEIVING COUNTY

TEAMS automatically generates an alert when a case is transferred on the TEAMS CARC screen.

1.   Upon receiving the TEAMS alert, the case should be promptly assigned to the appropriate Eligibility Case Manager.

≥   2.   The Eligibility Case Manager assigned the case must promptly evaluate the case for accuracy and confirm the ADDR screen is correct for the '**resides on the reservation' indicator**.

NOTE: Updates to ADDR do not currently deauthorize a case. Therefore, when the reservation indicator is updated the case must be manually deauthorized and reauthorized. TANF timeclocks will increment based on ADDR data on the date of authorization. Retro time clock adjustments will not be made unless there was intent to provide misinformation.

The Case Manager must take all additional required actions as soon as possible but no later than ten days after the alert was sent
                 or
case file was received in the OPA.

Such actions may include the following:
a. Send a notice requesting information.
b. Send "Transfer In" notice.
c. Schedule an appointment to negotiate a FIA/EP.
d. Make appropriate referrals to community agencies.

3. If time frames allow for timely/adequate notice, deauthorize benefits and rework the case for the transfer month.

4. Document actions taken in TEAMS case notes.

TEAMS/CARC PROCESS

The CARC screen displays and maintains the case record (TEAMS case file) data linking each case to both a county and a worker.

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For guidance on how to CARC a case on TEAMS please go to
http://vhsp.dphhs.state.mt.us/sevp/teams/
Then select in the following order:
- TEAMS tools
- TEAMS user Guide
- Section 1500
- Process Guides
- 1500-P8 Transferring cases on the CARC screen.

≥MAILING CASE FILE

Hard copy case files must be **mailed** to the correct **service** county *(even though you might be CARCing the case to a different county.)* If a case file is mailed to the wrong county, it has to be re-mailed it to the **correct service county**. This takes extra time and money, and is inefficient.

Manila folders cannot be used to transfer a case file to another OPA. Use of a **6-part classification** folder is **required**. Only the WoRC case management folder is part of the file as a manila envelope.

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Exception: When a case has only been open to the following Medicaid program(s) in the last 12 months a **2-part classification** folder can be used:
- Waiver Medicaid (WA, WD, WO);
- SSI Medicaid (SD, SB, SA);
- Nursing Home Medicaid (IA or ID)
- QMB (QMQA, QMQB, QMQD); or,
- SLMB (SLSL, SLQ1)

If there is more than one volume for an active case, only the information for the past year, the most recent application and all permanent documents must be transferred.

EXAMPLE: FS and medically needy (MA MA) were closed <u>in the last year</u> and only MA PC is currently open. Documents for FS and MA MA received in the last year would also need to be sent with the Poverty Child case file in a <u>6-part folder</u>.

Case files are mailed using the U.S. Postal Service:

1. Send First Class (Standard) or Priority Mail.

2. Request Delivery Confirmation Service. Generally, there is an additional minimal charge for this service.

3. Obtain a receipt and a confirmation number.

Delivery Confirmation Service provides confirmation of delivery/attempted delivery date, if requested. A return receipt is not provided. Inquiry is made by using the confirmation number and calling 1-800-222-1811 or via the Internet (www.usps.com). The voice response states when the package was mailed, when it was delivered, and the address where the package was delivered but does not state who accepted the package.

The OPA may choose to send case files UPS or Federal Express. A process to confirm delivery is required regardless of how the file is mailed.

≥TRANSFERRING CLOSED CASES

When an OPA requests a hard copy file after the effective date of closure, the OPA side of the case cannot be transferred on the CARC screen. However, if the file has been <u>closed for less than a year</u>, the hard copy should be provided to the requesting county. If it has been closed more than a year and the case file is readily available, the county can either send the hard file or a copy of the permanent documents and a copy of each program's most recent application.

When a notice of closure has been sent but the effective date of closure has not passed, the sending OPA reverts the case to open and transfers the case **without** authorizing benefits. The receiving OPA determines the next month's benefit. Since reverting the case to open is positive action, it is possible benefits may decrease for the transfer month.

CORRECTING ERRORS

When Program Compliance (PC) finds a case in error, the **service** county <u>at the time the error occurred</u> must respond to PC, conduct the investigation and correct the error according to that program's policy for the current month and all past months. The new county of financial responsibility must be notified and must follow up with required adjustments, benefit reductions, supplements or closures as necessary.

The Eligibility Case Managers involved must strive for quality customer service. For example, if the error is a possible TANF IPV, the participant must be afforded the flexibility to sign the "Waiver of Right To Disqualification Hearing" form (HCS -559) in their current **county of residence** instead of traveling to the county in which the offense took place. Also, the OPA in the current **county of residence** should provide space for a teleconference administrative disqualification hearing instead of requiring the participant to attend in the original **service** county.

If the receiving OPA identifies errors for the transfer month or prior months, the responsibility for correcting the error(s) and the financial responsibility lies with the sending OPA. **In order to expedite the process, the two OPAs are expected to work together to use the CARC screen to transfer the case back and forth as appropriate.** Generally it is not necessary to send the hard copy case file.

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